

Attributes of a Technology Platform for Patient-Centered Medical Homes in Montana
Recommendations of the PCMH Advisory Council
To Commissioner of Securities and Insurance Monica Lindeen
November 14, 2011

- 1) The Advisory Council recommends the following attributes for a technology platform for PCMH even though we are not making a recommendation on a specific vendor.
- 2) The platform should be uniform and statewide to achieve quality improvement and care management reporting. It should be available to all participating practices under contract, not only to those in a particular project.
- 3) The platform must have patient confidentiality embedded at all levels. Providers/clinics should be able to access only records for patients with whom they are involved in care management, payers only their own policyholders, patients only their own record, and caregivers/guardians only records for those patients for whom they are responsible.
- 4) The platform should have the capacity to capture quality measures recommended by NCQA and CMS.
- 5) The platform should have the capacity to capture additional measures.
- 6) For all who need to use the platform it should be easy to implement, easy to use, and affordable.
- 7) The platform should have a flexible user-driven reporting capacity for new reports.
- 8) The platform needs to be managed in a manner that doesn't raise questions regarding improper access or use by another party.
- 9) The platform must have import and export capability that ensures communication between various electronic systems or formats.
- 10) The platform must be able to report immediately on quality metrics, so that providers have access to patient information before they walk into an appointment, and so they can measure performance at any time.
- 11) The platform should have the flexibility to capture new data elements and expand functionality in the future.
- 12) The platform should have the flexibility to respond to the details of various initiatives as they come from CMS such as all stages of Meaningful Use, Care Transitions and the current Comprehensive Primary Care Initiative.
- 13) The platform should be capable of supporting HIPPA-compliant secure messaging between specialists and PCPs.
- 14) The platform should be able to interface with other identified and de-identified major statewide data sets and systems, such as the public health system for syndromic surveillance, immunization records, and other systems.